Glossary

**Airline operations**
This includes British Airways Plc, BA Cityflyer Limited, Flyline Tele Sales & Services GmbH and OpenSkies.

**Available seat kilometres (ASK)**
The number of seats available for sale multiplied by the distance flown.

**Available tonne kilometres (ATK)**
The number of tonnes of capacity available for the carriage of revenue load (passenger and cargo) multiplied by the distance flown.

**Revenue passenger kilometres (RPK)**
The number of revenue passengers carried multiplied by the distance flown.

**Cargo tonne kilometres (CTK)**
The number of revenue tonnes of cargo (freight and mail) carried multiplied by the distance flown.

**Revenue tonne kilometres (RTK)**
The revenue load in tonnes multiplied by the distance flown.

**Load factor**
The percentage relationship of revenue load carried to capacity available.

**Passenger load factor**
RPK expressed as a percentage of ASK.

**Overall load factor**
RTK expressed as a percentage of ATK.

**Frequent flyer RPKs as a percentage of total RPKs**
The amount of frequent flyer RPKs expressed as a percentage of total RPKs is indicative of the proportion of total passenger traffic that is represented by redemption of frequent flyer points in the year.

**Revenue per RPK**
Passenger revenue divided by RPK.

**Total traffic revenue per RTK**
Revenue from total traffic divided by RTK.

**Total traffic revenue per ATK**
Revenue from total traffic divided by ATK.

**Punctuality**
The industry's standard, measured as the percentage of flights departing within 15 minutes of schedule.

**Regularity**
The percentage of flights completed to flights scheduled, excluding flights cancelled for commercial reasons.

**Unduplicated route kilometres**
All scheduled flight stages counted once, regardless of frequency or direction.

**Interest cover**
The number of times profit before taxation and net interest expense and interest income covers the net interest expense and interest income.

**Dividend cover**
The number of times profit for the year covers the dividends paid and proposed.

**Operating margin**
Operating profit/(loss) as a percentage of revenue.

**Net debt**
Loans, finance leases and hire purchase arrangements net of other current interest-bearing deposits and cash and cash equivalents less overdrafts.

**Net debt/total capital ratio (including operating leases)**
Net debt as a ratio of total capital, adjusted to include the discounted value of future operating lease commitments.

**Total capital**
Total equity plus net debt.

**Net debt/total capital ratio**
Net debt as a ratio of total capital.

**Manpower equivalent**
Number of employees adjusted for part-time workers, overtime and contractors.

**EBITDAR**
Earnings before interest, tax, depreciation, amortisation and rentals.

**n/a**
Not applicable.